



1/22

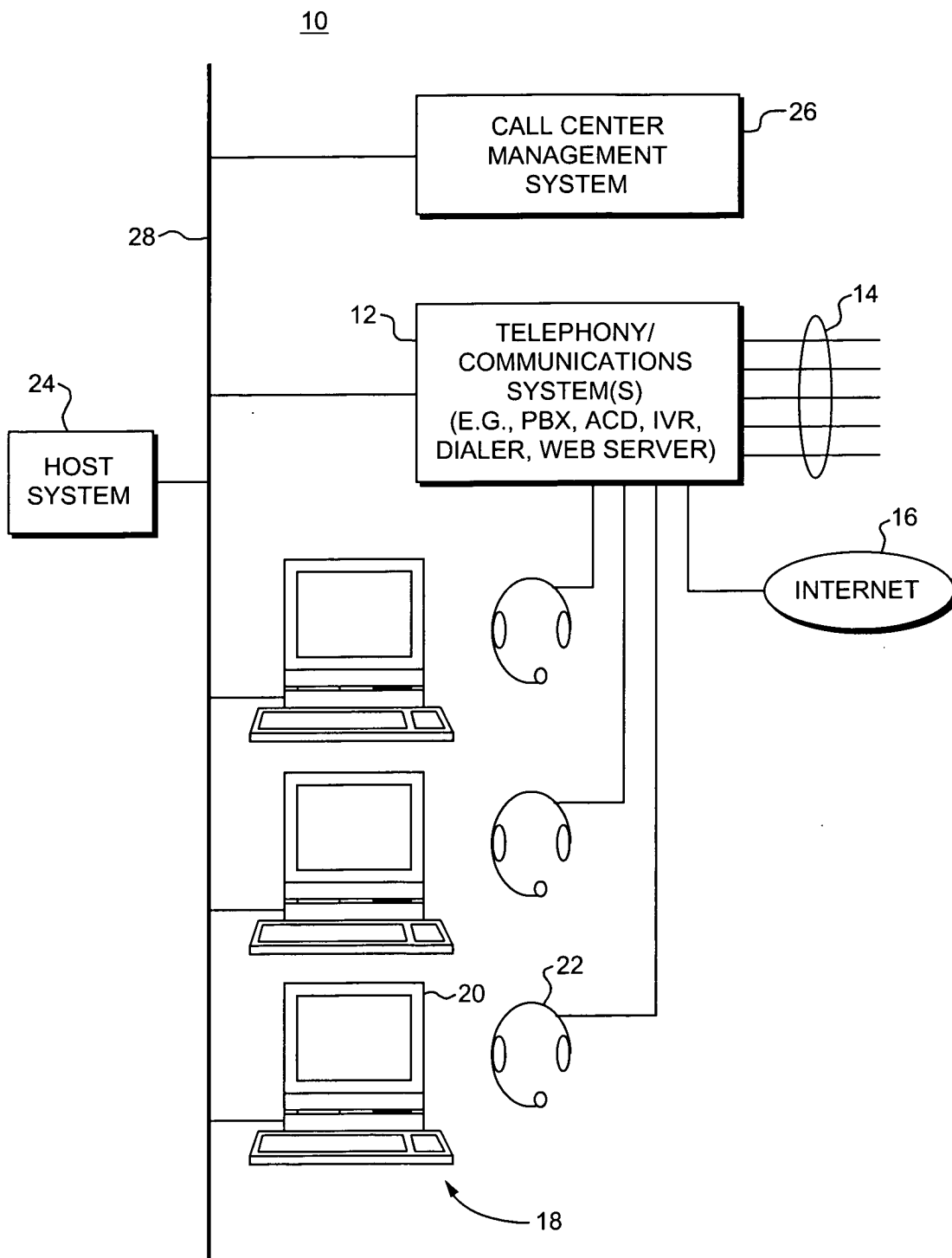


FIG. 1
(PRIOR ART)



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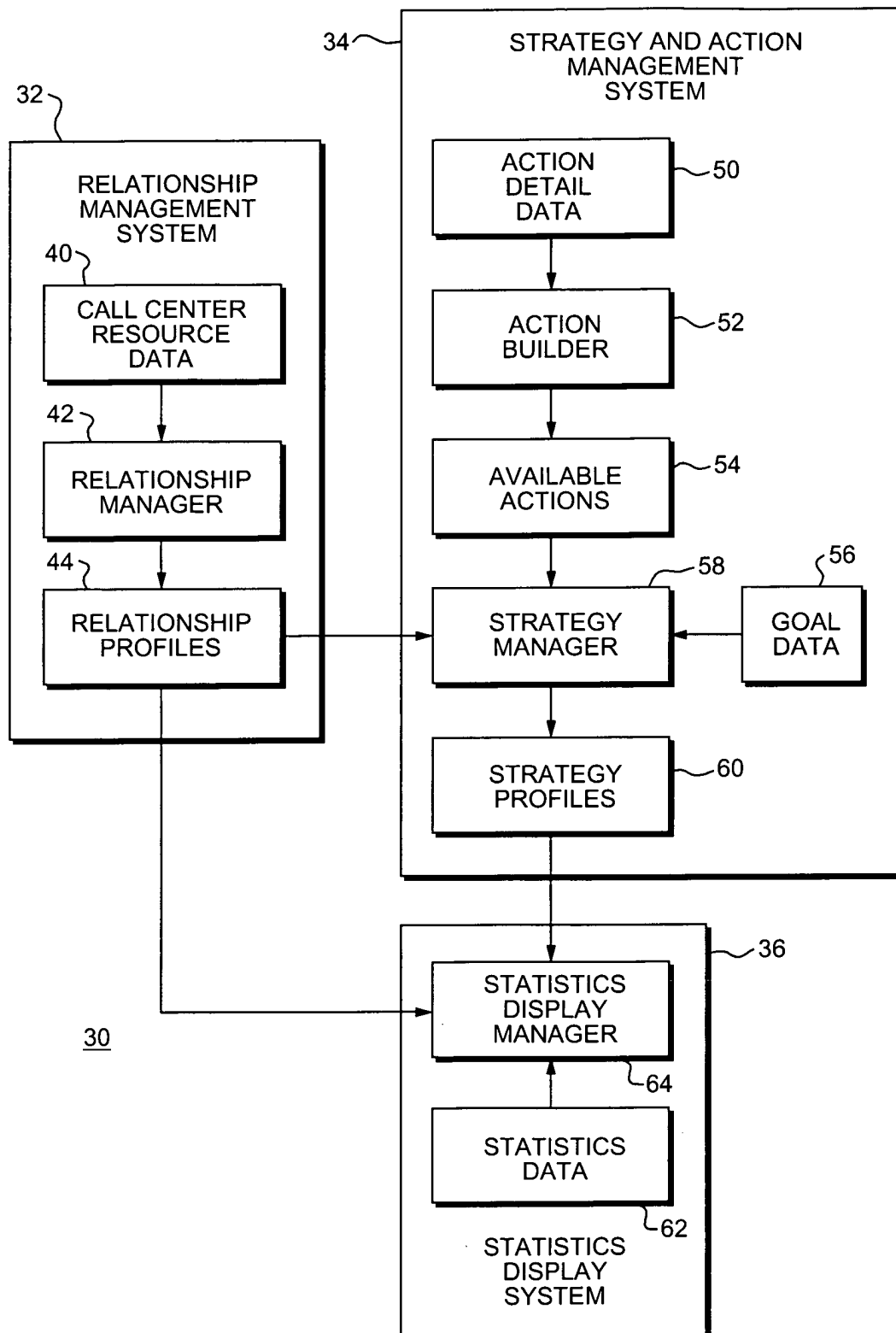


FIG. 2



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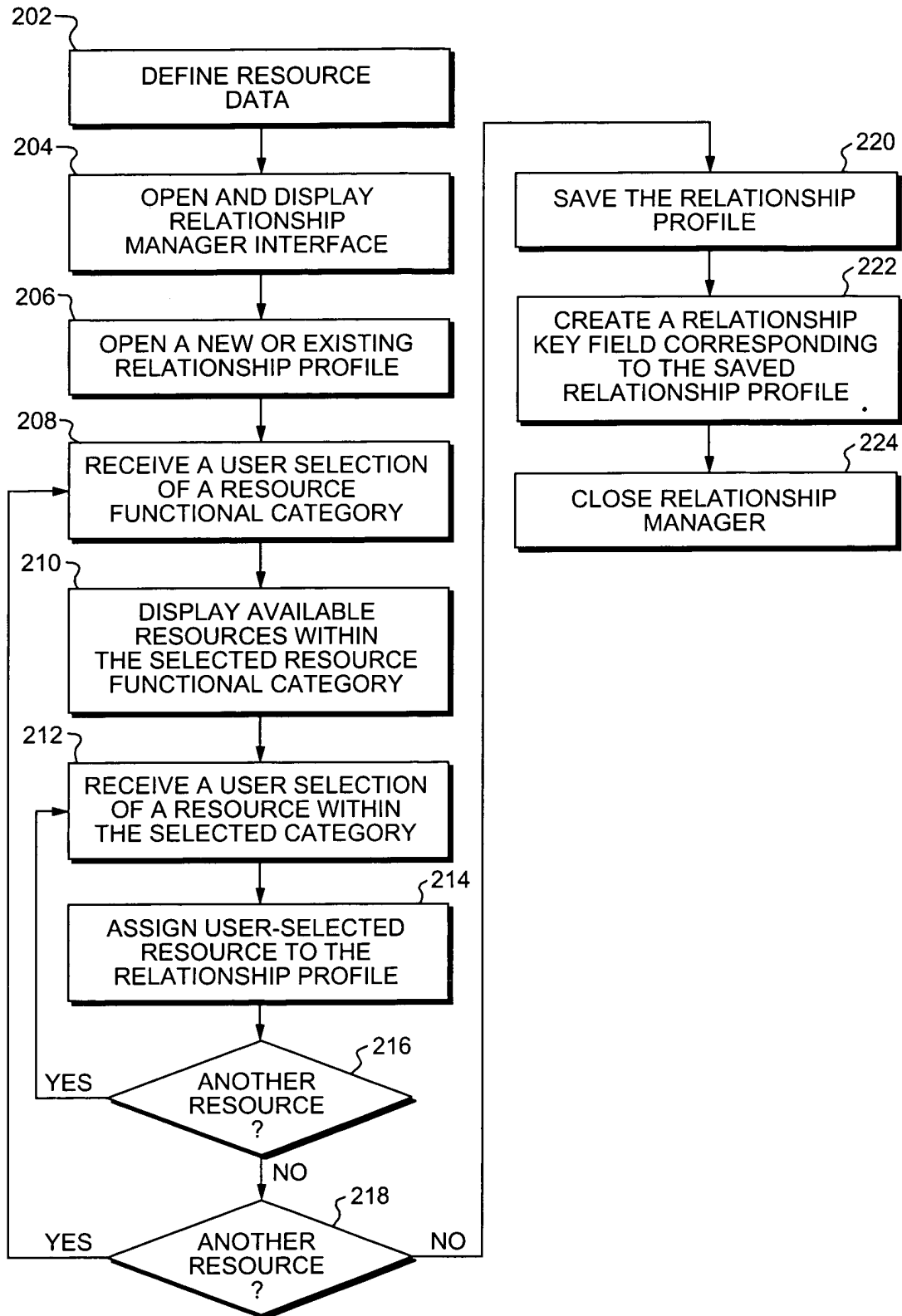


FIG. 3



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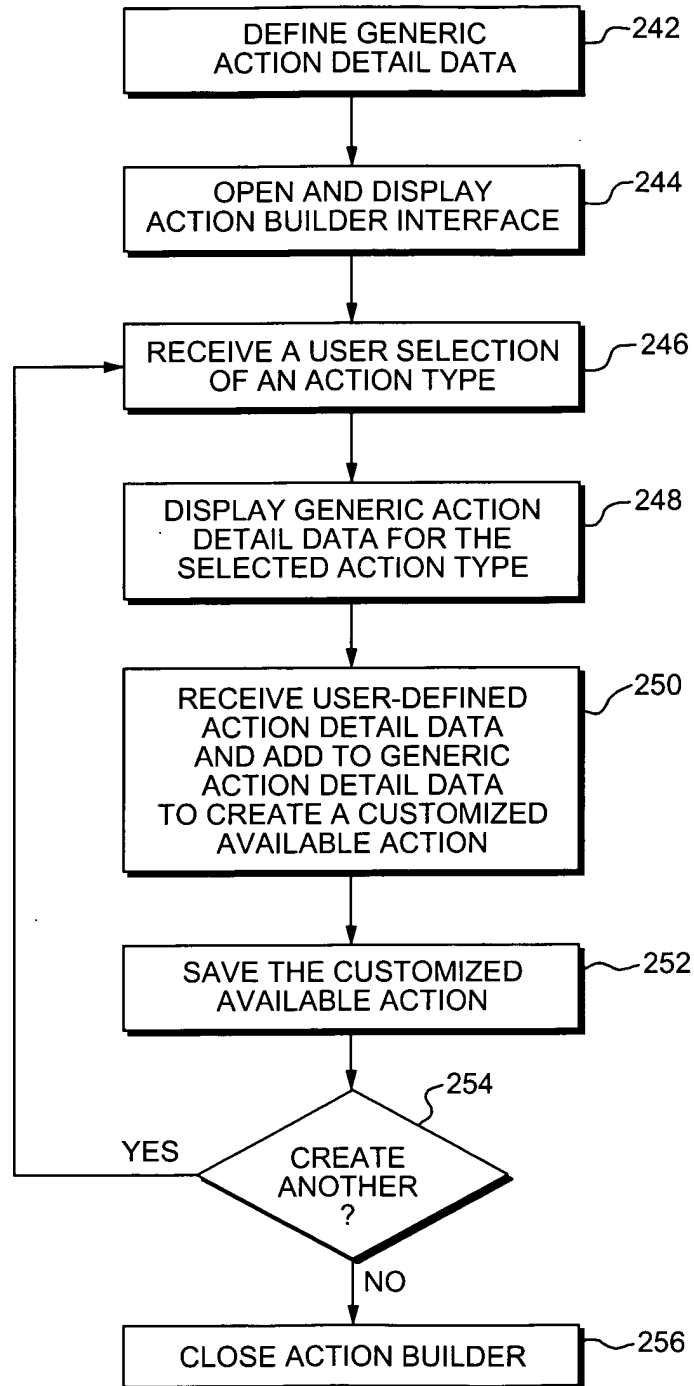


FIG. 4



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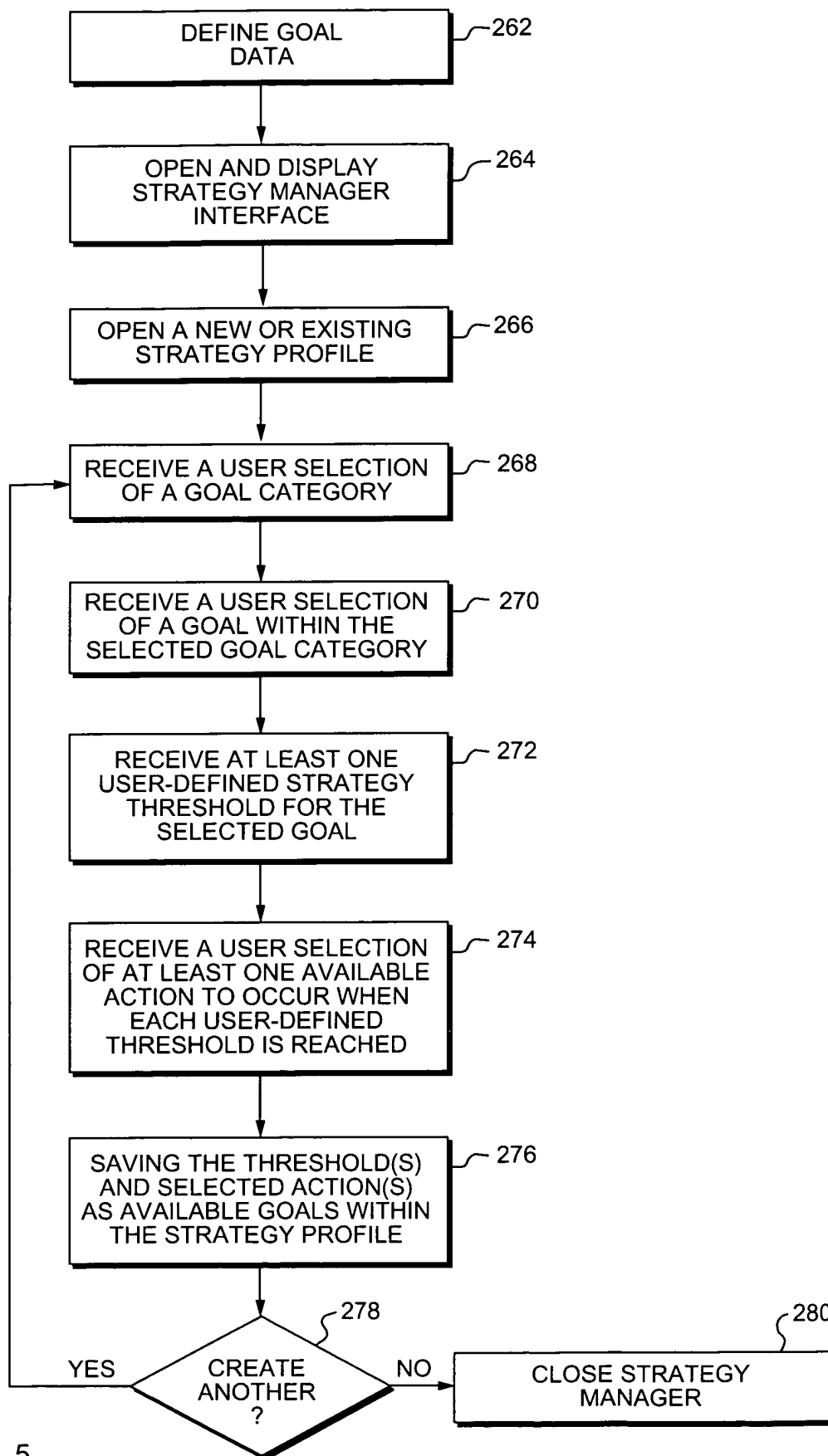


FIG. 5



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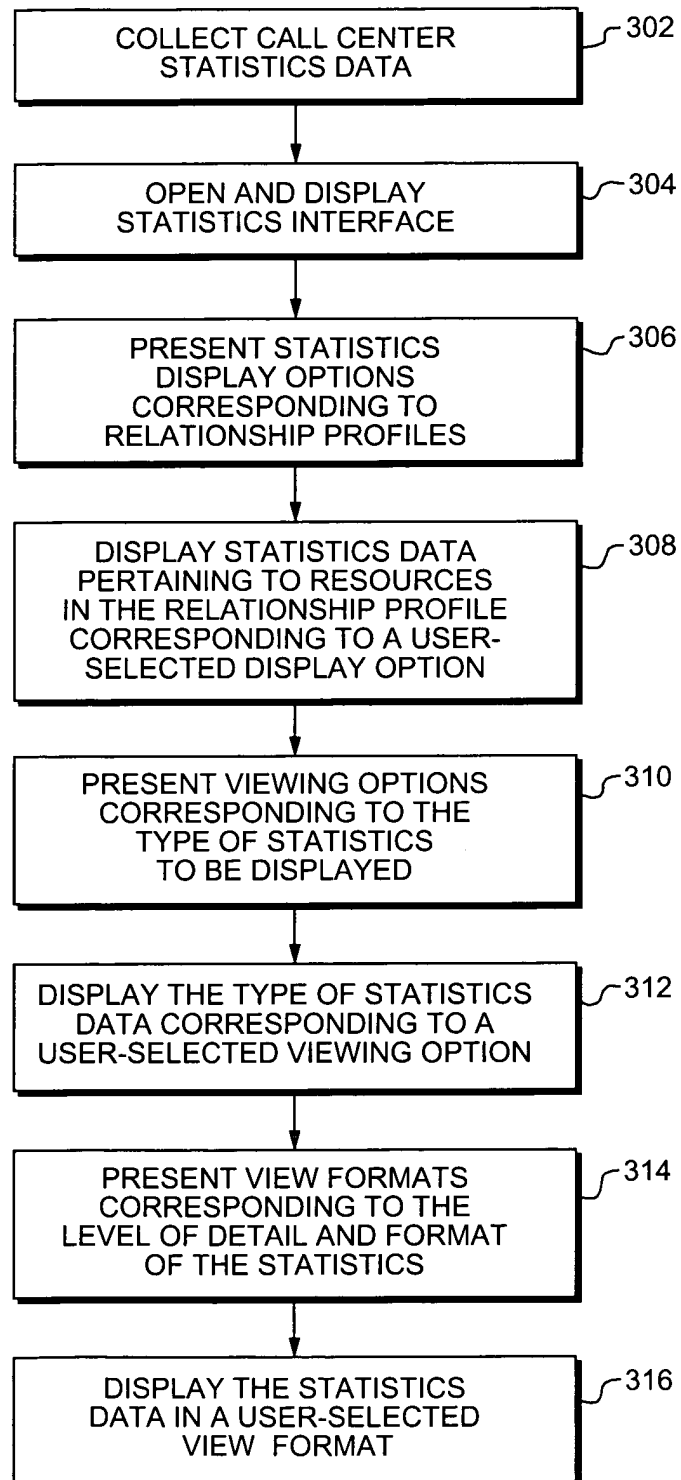


FIG. 6





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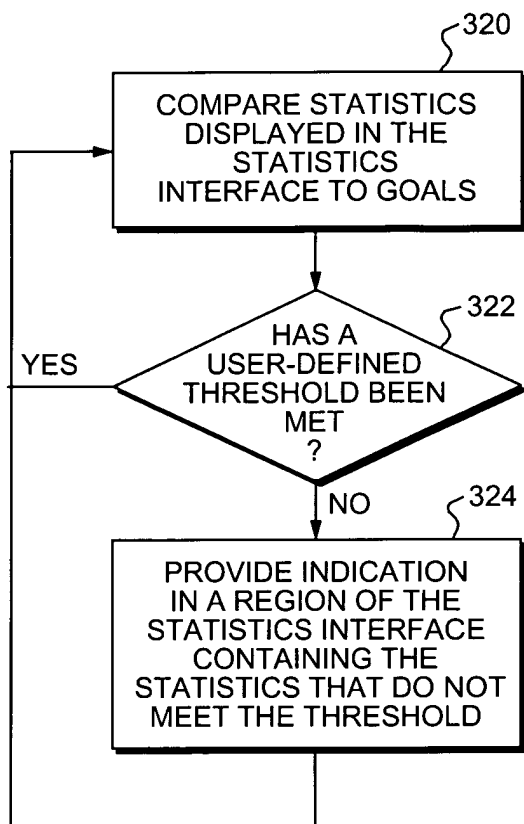


FIG. 7



70

System Name: Cedar Rapids, IA - 1

Relationship Management

Relationship Profiles

Credit Card Relationship
P B Relationship 74
Sales Relationship
Technical Support Relationship

New Delete Duplicate

Add Relationship Profile

Profile Name P B Relationship 75

Description These are the business relationships between the various call center objective Davox is managing

Save Cancel

Available Relationships

Current Profile

All

2342 - Inbound DNIS
2343 - Inbound DNIS
2344 - Inbound DNIS
2345 - Inbound DNIS 78
BALANCE - IVR Application
CLARE - Agent Work Group
D30_HIGH - Outbound Table
D30_Low - Outbound Table
DEPOSIT - IVR Application
RECOVERY - Outbound Application
Walsh, Mike - Individual Agent

New Delete Duplicate

Relationship Assignments

Inbound DNIS

Inbound DNIS
Outbound Tables
Outbound Applications
IVR Applications
Agent Work Groups
Individual Agent

☐ 2345 - Inbound DNIS 76

72

Save Cancel

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FIG. 8



80

System Name: Cedar Rapids, IA - 1

Action Builder

Available Actions

- Page Technical Support
- Send E-Mail to Agents
- Send E-Mail to Functional VP
- Send E-Mail to Direct Manager
- Send E-Mail to Davox
- Move Agents to Gold Queue
- Move Agents to Platinum Queue
- Alert Managers in Work Group A
- Send Quality Message to Reports
- Send Supervisor Alert
- We Made It - Email
- Change Stat Color Purple
- Print Volume Spike Report

86

New Delete Duplicate

Action Name and Type

Name:

Type of Action:

Action Details

84

Save Cancel

82

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FIG. 9



90

Strategy Manager - System Name: Cedar Rapids, IA - 1

Strategy Library

Tuesday Goals
Morning Goals
Evening Goals
Strategic Corporate Goals
Tactical Corporate Goals

94

New Delete Duplicate

Available Goals

Current Profile
Monday Goals

All

Selected goals
Average Answer Rate
Average Speed of Answer

95

New Delete

Add Profile

Profile Name
Monday Goals

Description
This is the latest goals that I need to accomplish on Mondays

96

☐ Queue Relationship ☐ Agent Relationship ☐ System Relationship

Save Cancel

Strategy Details

Select Class
Queue Strategies

Select Strategy
All
Queue Strategies
Agent Strategies
IVR Strategies
External Device Strategies
System Strategies

98

Optimization Min
24 Seconds 82 % 30 Seconds 80 % 34 Seconds 7

92

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Action Selection

☐ Page Technical Support
☐ Send E-Mail to Agents
☐ Send E-Mail to Functional VP
☐ Send E-Mail to Direct Manager
☐ Send E-Mail to Davox
☐ Move Agents to Gold Queue
☐ Move Agents to Platinum Queue
☐ Alert Managers in Work Group A

Action Selection

☐ Page Technical Support
☐ Send E-Mail to Agents
☐ Send E-Mail to Functional VP
☐ Send E-Mail to Direct Manager
☐ Send E-Mail to Davox
☐ Move Agents to Gold Queue
☐ Move Agents to Platinum Queue
☐ Alert Managers in Work Group A

Action Selection

☐ Page Technical Support
☐ Send E-Mail to Agents
☐ Send E-Mail to Functional VP
☐ Send E-Mail to Direct Manager
☐ Send E-Mail to Davox
☐ Move Agents to Gold Queue
☐ Move Agents to Platinum Queue
☐ Alert Managers in Work Group A

Save Cancel

FIG. 10

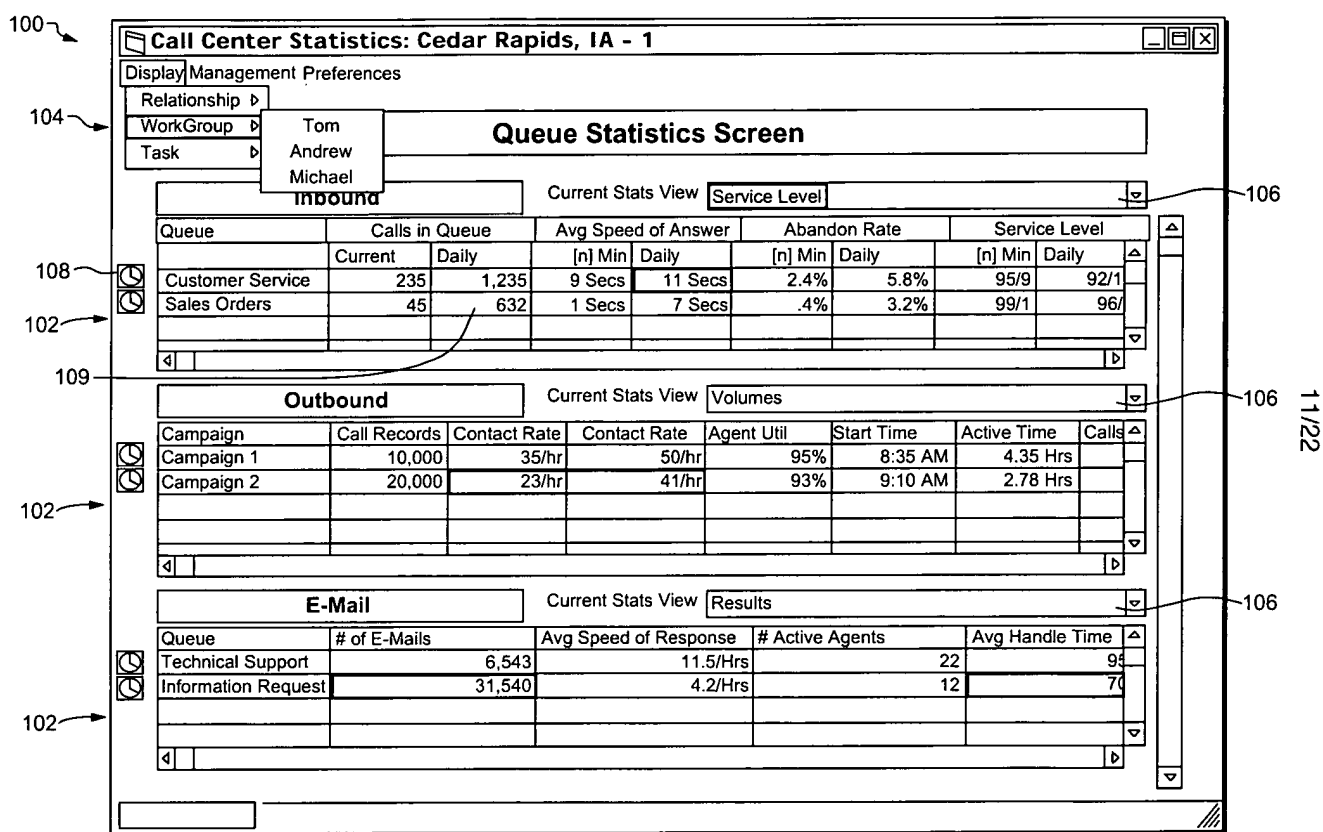


FIG. 11



110

System Name: Cedar Rapids, IA - 1

Queue Preferences

Display Categories

Queue

Available Statistics

Service Level

of Calls Abandoned from Queue

% of Calls Abandoned while Ringing

of calls Abandoned while Ringing

% of calls Abandoned while Ringing

of Calls Abandoned while on Hold

% of Calls Abandoned while on Hold

of Calls Defaulted

% of Calls Defaulted

Average Speed of Answer

Age of Oldest Call in Seconds/Minutes

Average Time in Queue

Total Calls

of Agent Transfers within Queues

% of Agent Transfers within Queues

of Agents Transfers out of Queue

% of Agents Transfers out of Queue

of Agents Transfers off Premise

Available Statistical Display Classes

Andy

Tom

My Preference

Selected Statistical Display Classes

My Preference

Statistics in Order of Display

Service Level

of Calls in Queue

Average Speed of Answer

of Calls Abandoned from Queue

% of Calls Abandoned while Ringing

New Save Delete UnDo

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FIG. 12



100

Queue Statistics Screen

Inbound Current Stats View Service Level

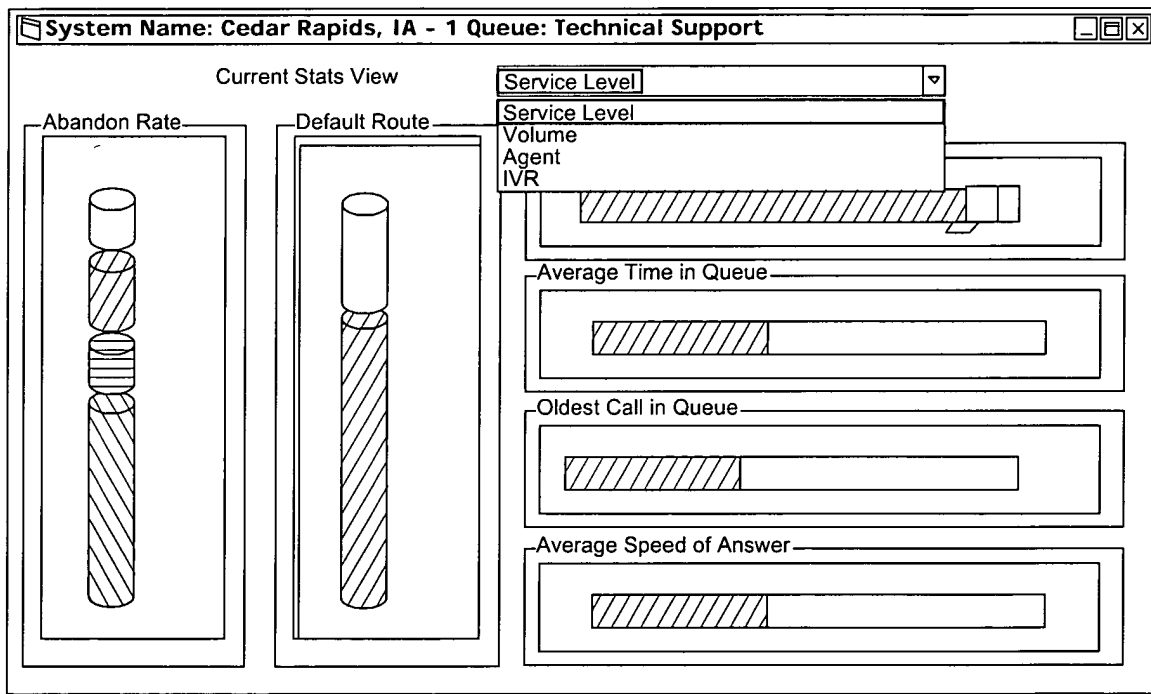
Queue	Calls in Queue		Avg Speed of Ansv		Service Level
	Current	Daily	[n] Min	Daily	
Customer Service	235	1,235	9 Secs	11 Se	Volumes
Sales Orders	45	632	1 Secs	7 Se	Agents
					Results
					My Preference

108

FIG. 13



116a



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FIG. 14



116b

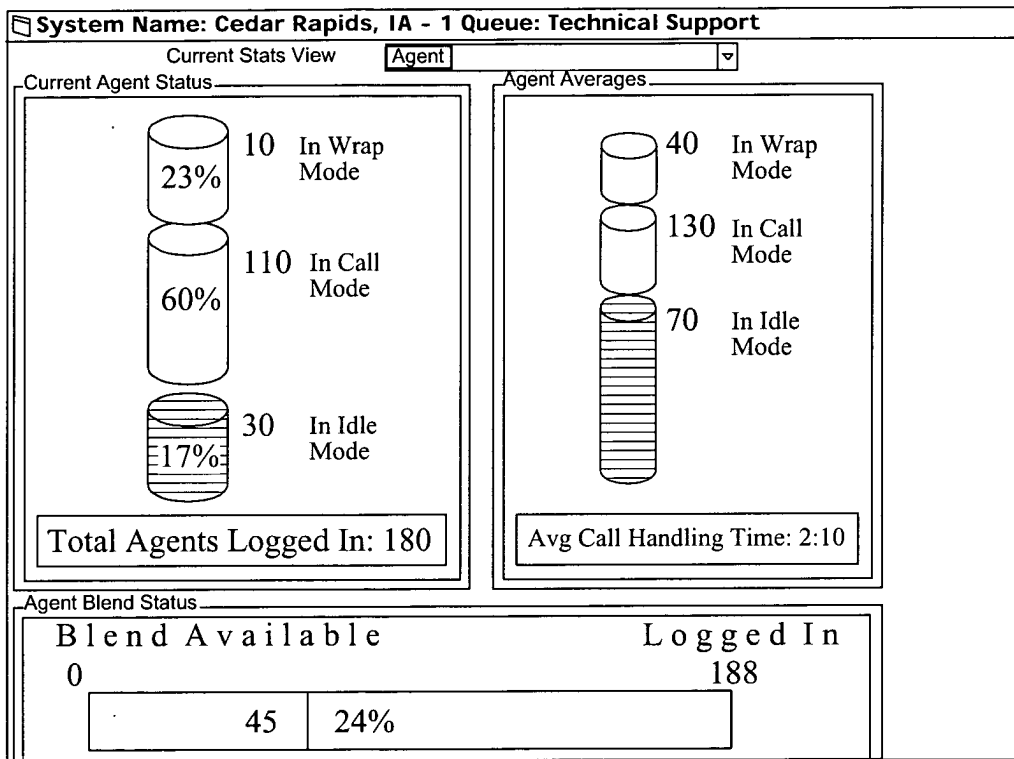
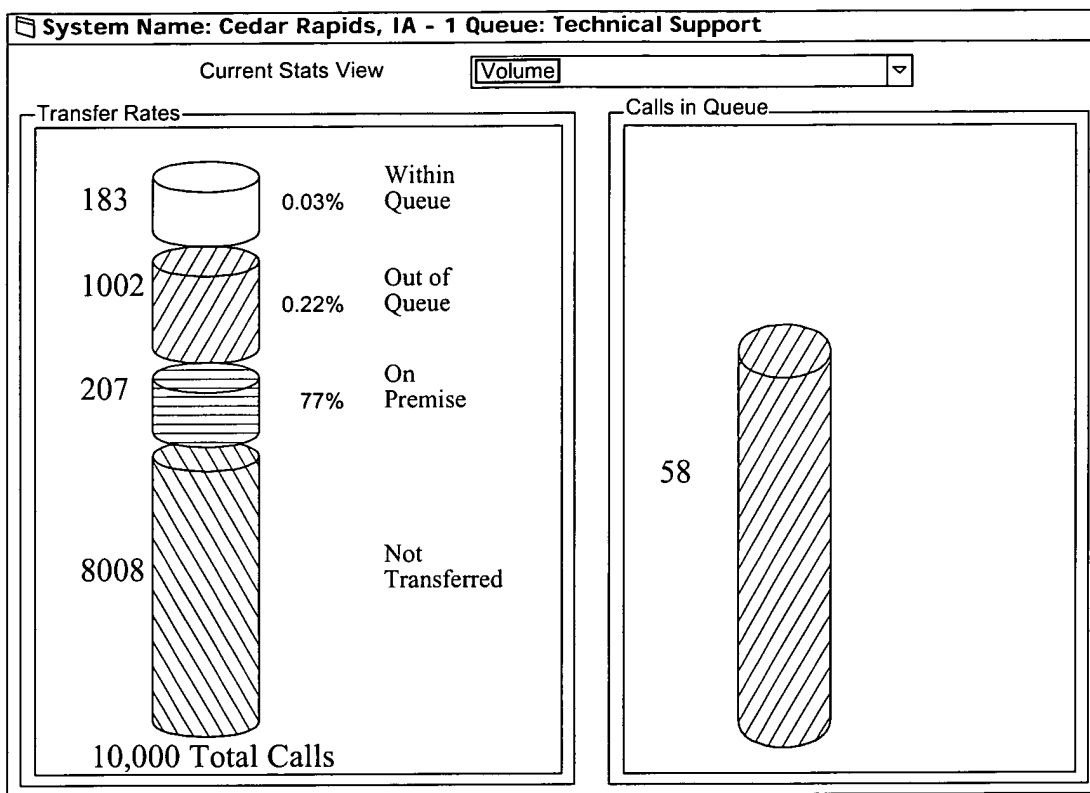


FIG. 15

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FIG. 16

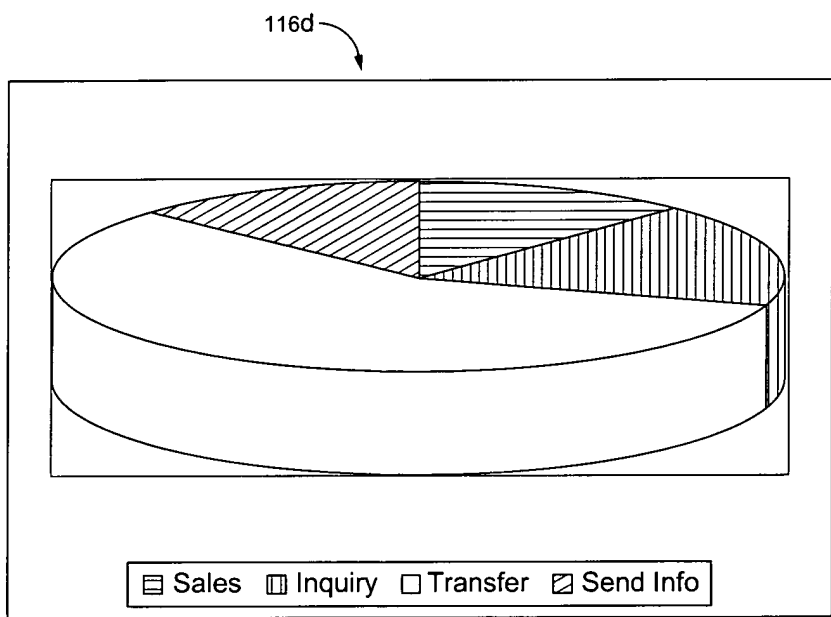


FIG. 17

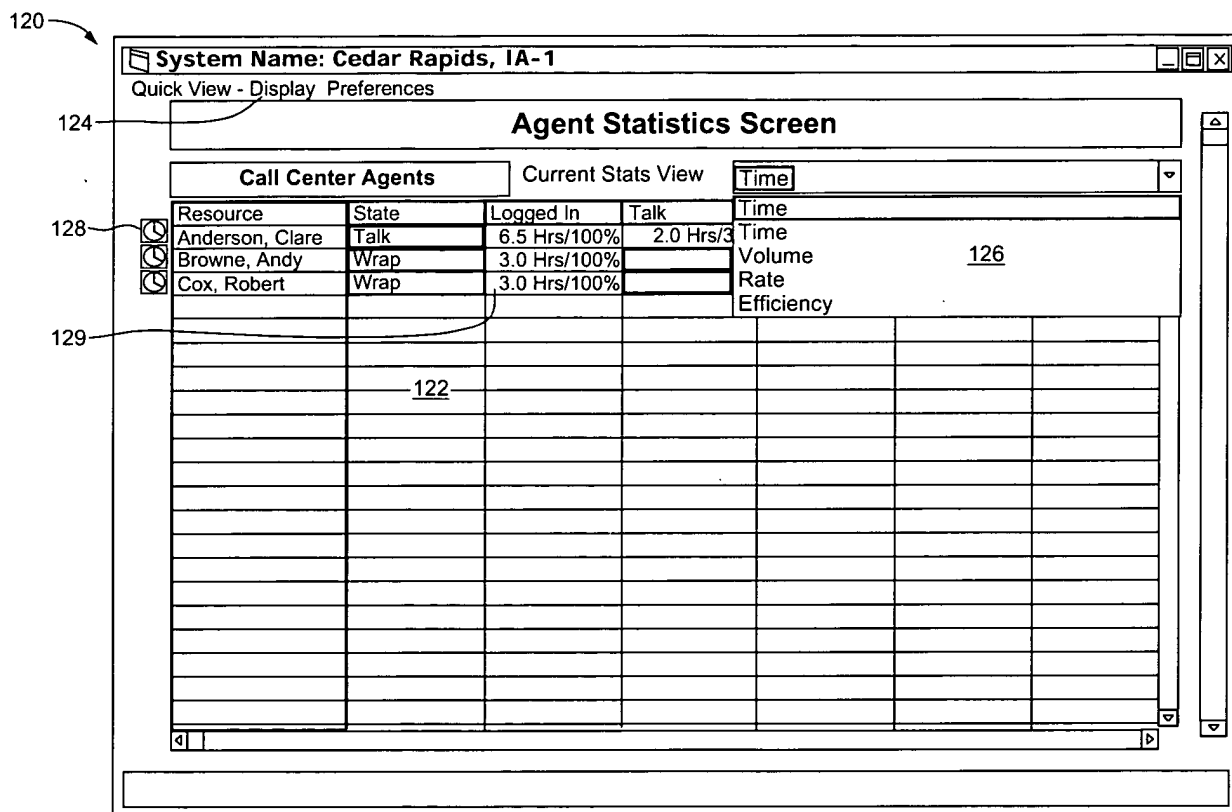


FIG. 18



130

System Name: Cedar Rapids, IA - 1

Agent Preferences

Available Statistics

State

Logged In

Total Talk

Total Idle

Total After Call Work

Total Aux Work

% of Agent Time Working Inbound

% of Agent Time Working Outbound

% of Agent Time Working Email

Outbound Talk

Outbound Idle

Outbound After Call Work

Inbound Talk

Inbound Idle

Inbound After Call Work

Email Correspondence

Web Chat Time

Scheduled Break 1

Scheduled Break 2

Scheduled Break 3

Total Calls

Total # Inbound Calls

132

Available Statistical Display Classes

Andy

Tom

My Preference

Selected Statistical Display Classes

My Preference

Statistics in Order of Display

Total Calls

Total # Inbound Calls

Total # Outbound Calls

% of Agent Time Working Inbound

134

New

Save

Delete

UnDo

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FIG. 19

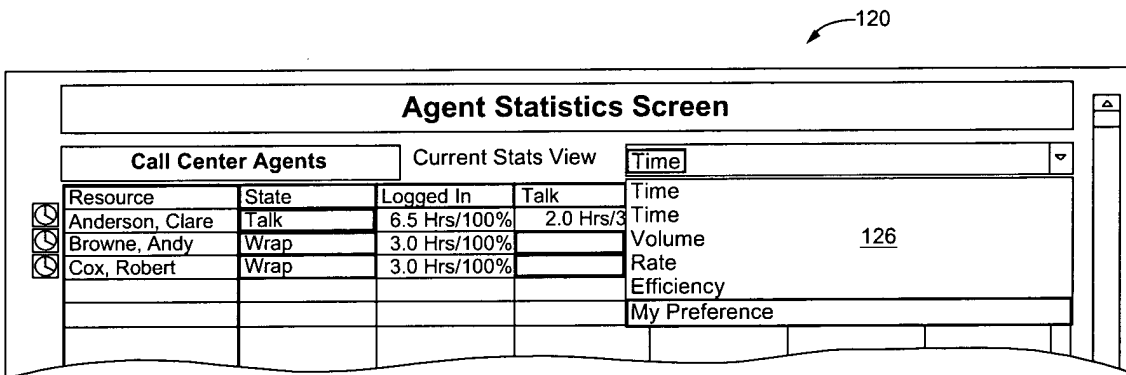


FIG. 20



136

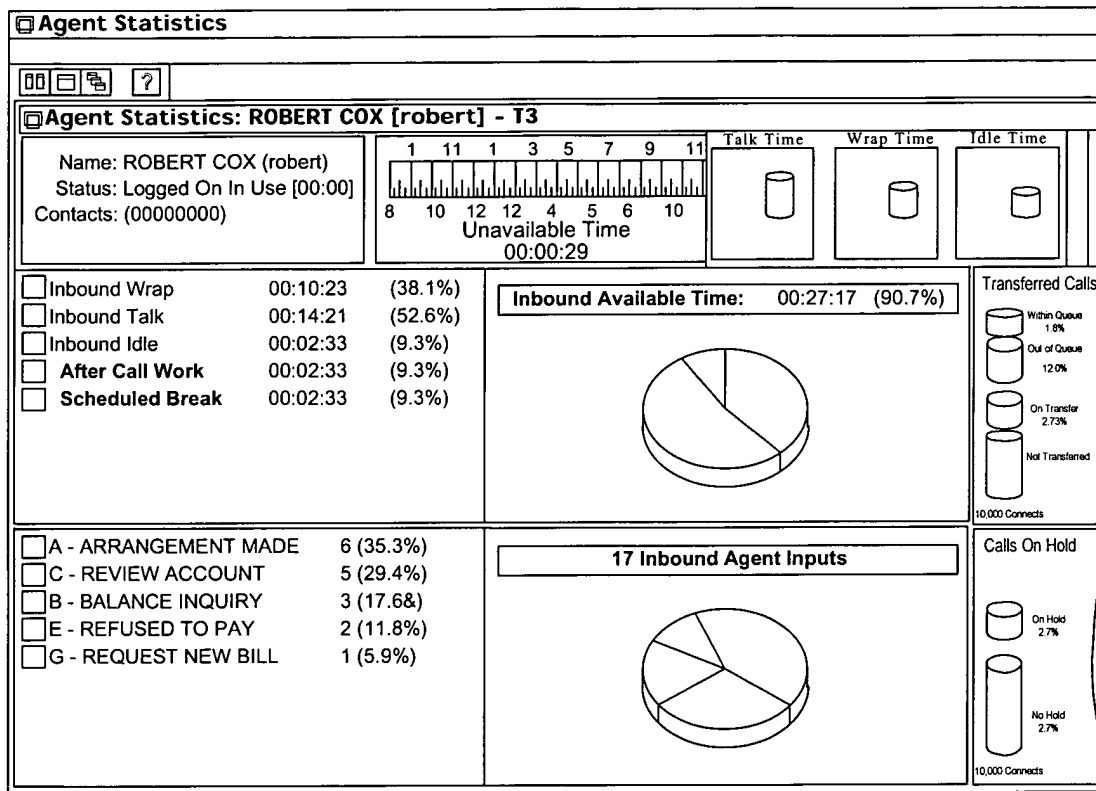
Agent Statistics

File View Agent Window Help

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FIG. 22